

## Performance Plan Samples

### 1. Working/Cooperating/Sharing Info with others.

During the training we discussed an element that captures working as a contributing member of the larger group. Here is one version of such an element that I have used. There is another version in paragraph 3.

## Organizational Support

Demonstrates a thorough understanding of the concept of providing service and applies those concepts to work performed. Participates as involved and contributing member in process improvement activities, including making suggestions that represent well thought-out approaches. Fully complies with Center policies, regulations, and procedures in completing work. Effectively communicates with supervisor, coworkers, and/or staff members advising of work-related issues, developments, requirements, or status, and keeps appropriate personnel informed of significant developments and status.

### 2. Linking to Results.

In class we addressed the issue of how you can link an individual's part of a team effort into a critical element which must, by definition, assess individual performance. I mentioned that I had worked with a group where the agency had established a 90-day standard for issuing decisions on appeals.

Here is the element that that group came up with to show the link to the overall goal but held the individual team members for their own part of the process. It links their timeliness to the deadline given when the case is assigned rather than the 90-day standard which the individual employees can't control. That means the supervisor has to assign it (see underlining below).

I removed the name of the agency and the program they work in. ALJ is Administrative Law Judge.

## Timely Completion of Cases

This element also relates to and supports objectives in the "XXXX" Program and Management Objectives, specifically **Goal 9, Continue to Improve XXXX and XXXX Strategic Goal 3: To assure that XXXX meets or exceeds all mandated case processing timelines throughout the XXXX appeals process, including Performance Goal 5, All appeals cases will be closed in a timely manner while assuring the integrity of the decisional process.**

Standard: Assists the ALJ in processing cases so that XXXX beneficiaries receive timely decisions on Level III appeals by the following: Plans, organizes, and produces work in accordance with timeliness requirements established by the supervisor. Is flexible in assimilating work assignments and in reordering priorities to comply with timeliness requirements. Recognizes and gives due credit to the role of other participants in the process of rendering the decision and ensures that his/her own work processes do not interfere with those of others. Collaborates with ALJ team members and keeps supervisor and other stakeholders appropriately advised about status of

work assignments. Takes appropriate actions to ensure that work is moved toward completion and is reliable in identifying any impediments to meeting timeliness requirements sufficiently in advance to allow for alternative actions to be successfully implemented where warranted. Independently follows up on actions necessary to satisfy timeliness requirements.

### **3. Complete Plan for an HR Specialist, GS-12**

**These are actual elements and standards that I have used for HR Specialists in the past. These could easily be adjusted to cover a number of other two-grade interval type jobs such as budget, procurement, engineering, IT, etc.**

#### **TECHNICAL COMPETENCE**

##### Fully Successful

Demonstrates a thorough understanding of law, rule, and regulation that applies to the assigned functional area. Provides effective management advisory service to assigned organizations which reflect well thought-out solutions and viable alternatives. Performs journeyman level assignments with supervisory review limited to assessment of general accomplishments. Demonstrates a basic understanding of other personnel functional areas to ensure that his/her own work is fully integrated with other functions.

#### **ORGANIZATIONAL SUPPORT**

##### Fully Successful:

Demonstrates a basic understanding of the concept of providing service, applying quality service concepts to dealings with serviced organizations. Fully complies with office policies, regulations, and procedures in completing assigned tasks. Communicates in a clear and effective manner with supervisor, coworkers, and/or other staff members advising of work-related issues, developments, requirements, or status, and communicates with customers effectively in explaining regulatory and agency controls and processing requirements. When personal work assignments are caught up to date, provides assistance to coworkers to ensure that prompt service is delivered by the office.

#### **TIMELINESS:**

##### Fully Successful:

Completes assignments of acceptable quality within average processing time as outlined in branch standard. (This standard is updated twice yearly using statistics on group processing times for the previous six months.) Other assignments such as action correspondence are completed within assigned time frames or obtains supervisory approval of extension for good cause in advance.